



Civil Rights Division
Small Business Development Program

DBE Supportive Services

Business Education & Mentoring

Supportive Services Program Manager & Consultant

TYLER
Construction Engineers, P.C.

Nashville, Tennessee
www.tylerengineers.com

1.888.385.9022

Business & Technical Assistance Services:

TDOT DBE Supportive Services makes available Subject Matter Experts to assist certified TNUCP DBEs with the development (*webinars & one-on-one*) of their businesses.

Subject Matter Experts in:

- Construction Estimating and Bidding
- General Business Counseling
- Business Development/ Strategic Marketing
- QuickBooks Accounting Assistance
- Financial Ratio Analysis
- Human Resources Compliance Assistance
- Indirect Cost Rate Schedules
- How to do business with TDOT





Civil Rights Division
Small Business Development Program



Email: dbe_supportive_services@tyler-engineers.com

Call: 615.469.5398 or 1.888.385.9022

TDOT Supportive Services

www.tylerengineers.com/supportive-services

For Business and Technical Assistance,
please the online Intake Request Form:

www.tylerengineers.com/intake-form

Please Complete Webinar Evaluation Form:

<https://www.surveymonkey.com/r/PGDF5WV>

see Chat for link



Civil Rights Division
Small Business Development Program



TDOT DBE Supportive Services Consultant Team Business Development Consultant



Victor C. Tyler, P.E.

Program Manager
Construction Estimating & Bidding
Indirect Cost & Markup Pricing
Financial Management Analysis



Jay B. Mercer, E.A.

QuickBooks Accounting Trainer
Financial Management Consultant



Marshall Tabb

Financial Management Consultant
QuickBooks Accounting Trainer
Leadership Development & Coaching



Sandra T. Webb

QuickBooks Accounting Trainer
Certified Payroll Specialist



Curtis Webb

Strategic Marketing Consultant
External Board of Advisors Facilitator



Teresa Daniel, PHR, SHRM-CP

Human Resources Consultant
Leadership Development & Coaching



Community Engagement and
Outreach Consultant



Civil Rights Division

Small Business Development Program
DBE Supportive Services

Presents

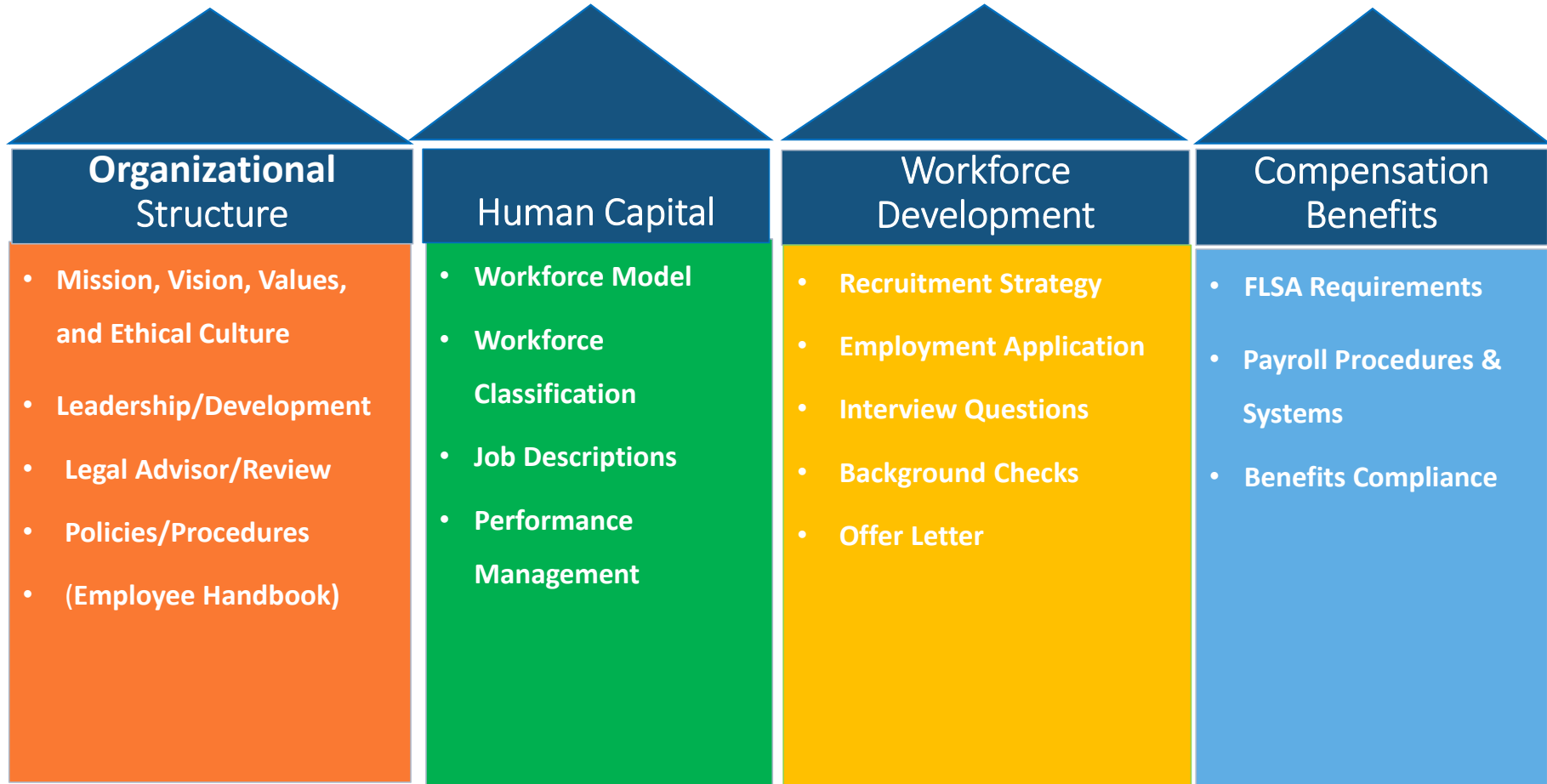
Managing The Profitable Business Webinar Series

Session 3: HR Compliance

Facilitator: Teresa Daniel, PHR, SHRM-CP

TYLER
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HR Pillars for a Compliant DBE Business Strategy



HR Strategy for DBE Compliance Part I: Recap

- ✓ Mission/Culture Awareness
- ✓ Workforce Classification
 - Independent Contractor
 - FLSA Classification
- ✓ Compliant Recruitment Process
- ✓ Employment Law Compliance
 - Workers' Compensation Insurance
 - FMLA
 - ACA
- ✓ Payroll HRIS/Software
- ✓ Ensure Compliant/Payroll/ Taxes
- ✓ Partner with Legal Advisor

HR Management DBE Strategy : Employee Life Cycle Compliance



Stage 1: Attraction/Recruiting

Stage 2: Selection/Onboarding

Stage 3: Performance Management

Stage 4: Development/Training

Stage 5: Succession/Advancement

Stage 6: Employee Departure/Transition



HR Management Strategy : Employee Engagement/Experience

How much an employee is committed to helping your business achieve its goals.

Demonstrated by how employees;

- think
- feel
- act
- connect

To the business, workplace and team members



High level engagement outcomes



2.5x

Greater Revenue Growth



2x

Annual Net Income



62%

Less Accidents



50%

Less Absence Days



40%

Lower Employee Turnover



24%

Higher Net Promoter Score



18%

Higher Productivity



12%

Higher Customer Advocacy

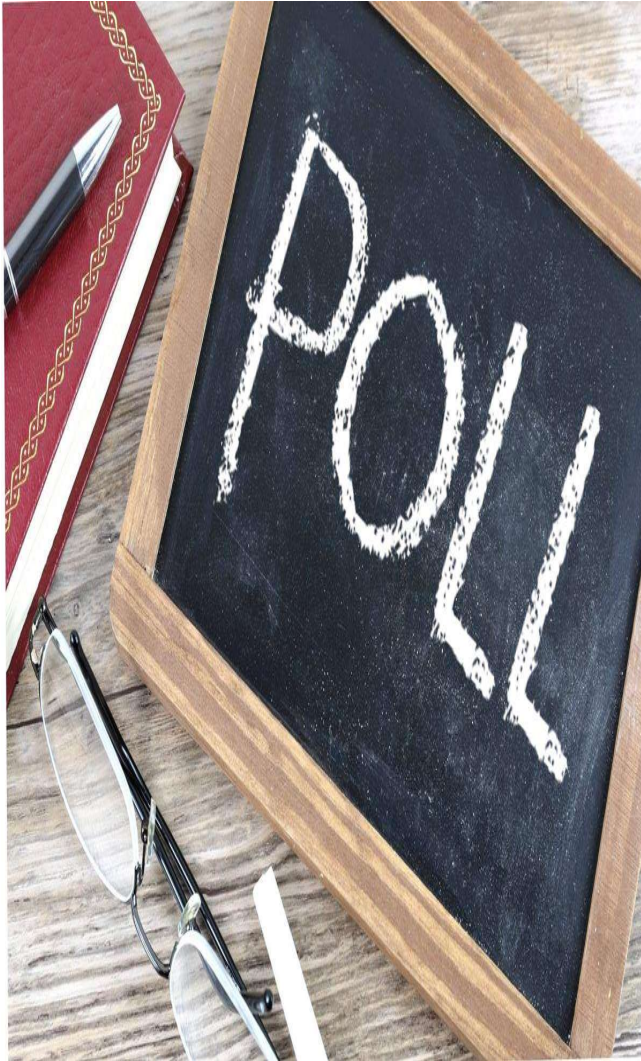
HR Strategy Compliance: Effective Recruitment

Compliant recruitment efforts to attract skilled and qualified talent for your positions/projects:

Compliance/Legal Review of:

- Website/Job Openings
- Marketing/Branding Position
- Proactively market your business to attract the best candidate
- Build your employer brand
- Appeal to the right people with the right skills





Poll Question #1

HR Management Strategy : Onboarding Employees


- Effective orientation
- Give all new hires their required documents
- Mentors/Onboarding Partners

New Hire Checklist

Name _____ Date of Hire _____

New Employee Information Form

Employment Verification Form (Form I-9)

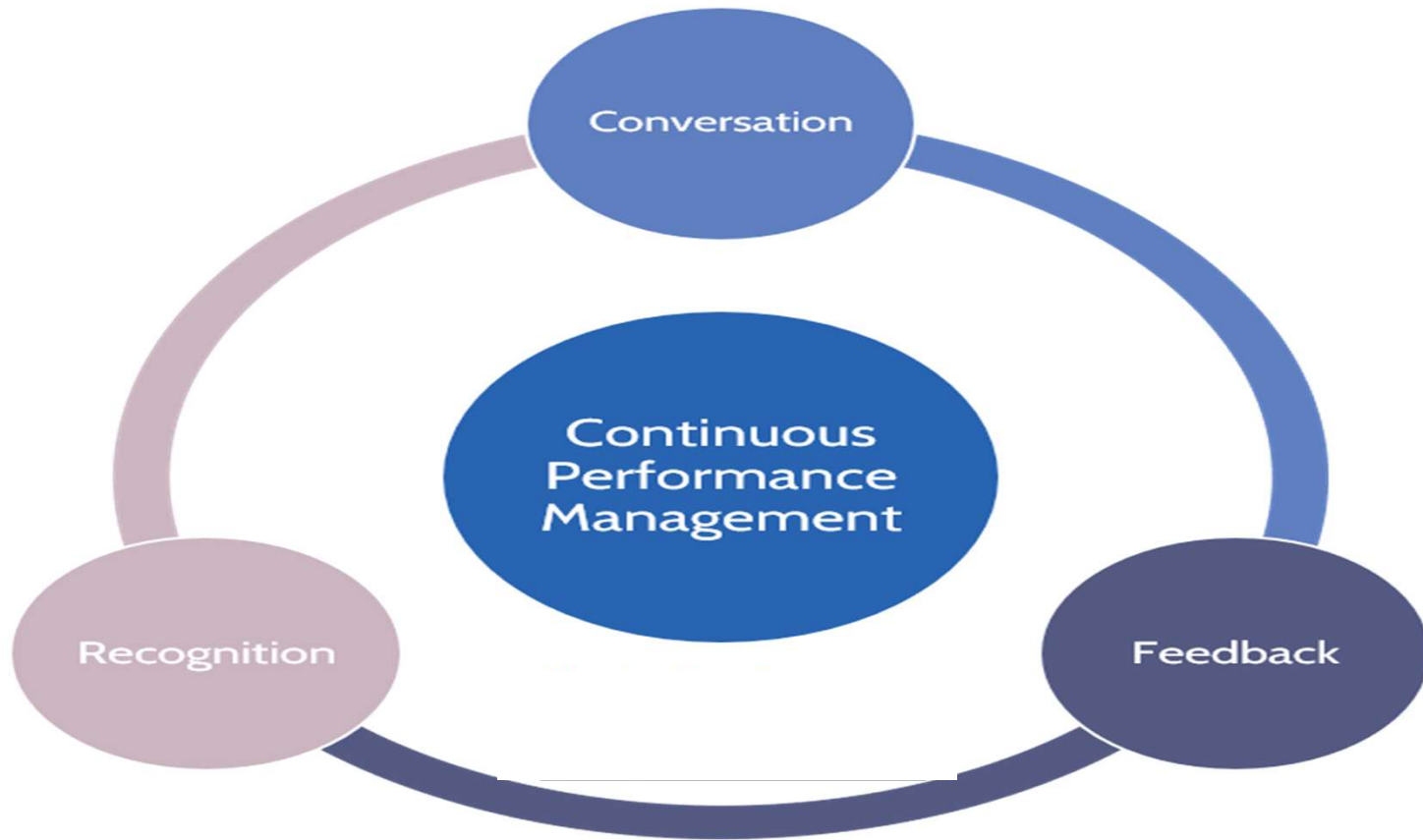


Benefits Enrollment Forms or Waivers

New Hire Verification



HR Management Strategy: Compliant Performance Management



HR Management Strategy : Compliant Performance Management



Employee Performance Review/Evaluation

- Know your employees, build good relationships
- Evaluation process to mirror job description
measure job duties
- Standardized format/scoring measurements
- Employee Engagement; Feedback/Input

Best Practices Compliance

Communicate consistently with your employees, not once a year;
employee should not be surprised at evaluation time

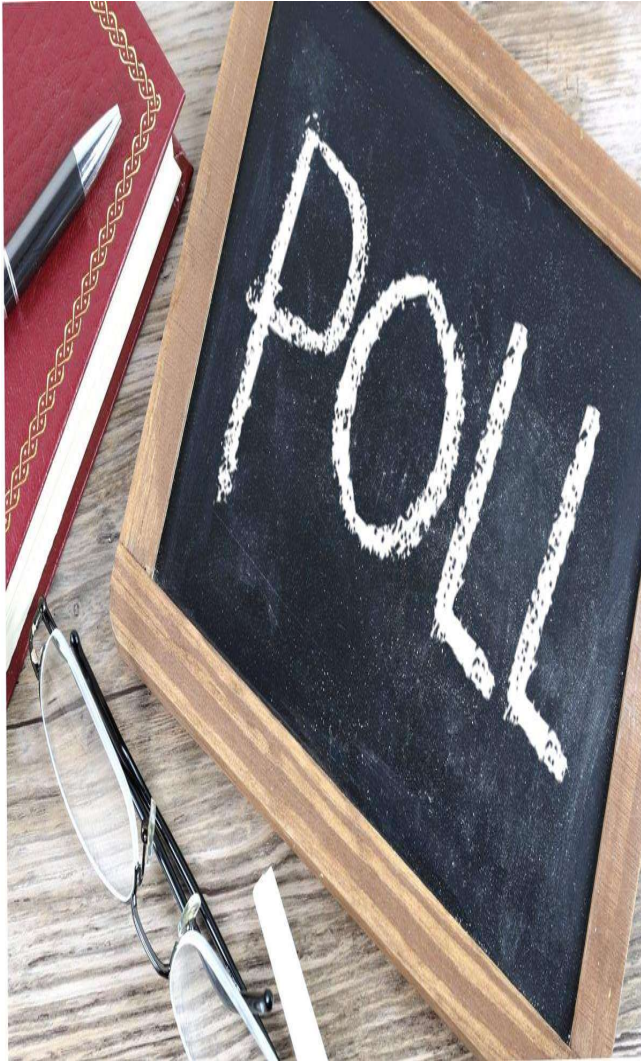
HR Strategy: Performance Management Training/Development

Performance Management ROI



Top 3 KPIs Measurement

1. Employee Retention
2. Employee Engagement
3. Employee Productivity



Poll Question #2

HR Management: Compliant Documentation Strategy



Standardize format for guidance/consistency

- Document Policies/Procedures and Processes
- Personnel Action Form
- Performance Reviews
- Disciplinary Action
- End of Employment

Best Practices Compliance Tip

Document as if it may be seen in the future by an attorney, in court/judge, or the EEOC 2 to 3 years later

HR Management Strategy: Compliant Policies and Procedures Strategy

POLICY AND PROCEDURE TEMPLATE WORKSHEET	
Insert Company Logo	
Policy Title:	
Effective Date:	Intranet/Webpage Reference:
Next Review Date:	
Purpose: State why the policy is needed in this section. _____ _____	
Policy Statement: This section will include an overall statement of the policy. _____ _____	
Definition(s): Define any key terms in this section that will be helpful to understanding the policy. _____ _____	
Procedure / Guidelines: This section will include the steps and the guideline to ensure compliance/follow through. Be descriptive and tell your employees exactly what they need to do and how they need to do it to be in compliance with the policy. _____ _____ _____ _____	
References: Include references to other policies in this section. _____ _____	
Attachment(s) / Related Document(s) include any examples that will be helpful for compliance. _____ _____	
Owner Approval/Legal Review: Policies should be approved by the department head and the CEO/President of the company to ensure compliance and support from leadership. A final legal review is also recommended for HR Policy manual to ensure compliance with applicable employment laws. _____ _____	
CEO/President or Department Head	Date

Policy Structure (DBEs Attention Needed)

- Equal Opportunity Employer
- Pay and Time Keeping Process
- Anti-Harassment/Discrimination
- Workplace Safety
- Workplace Guidelines
- Employee Benefits

Best Practices Compliance Tip

Employee Benefits: Be sure to partner with your Benefits Administrators to have them document SPD (Summary Plan Descriptions)

HR Management Strategy: Compliant Document Employee Life Cycle

Compliant Documentation You Should Know

- New Hires
- Promotions and Transfers
- Performance Reviews
- Salary Increases

This material is for informational purposes only and not for the purpose of providing legal advice. You should always contact your attorney to determine if this information, and your interpretation of it, is appropriate to your particular situation.

PERSONNEL ACTION FORM TEMPLATE WORKSHEET

NEW EMPLOYEE CHANGE OF POSITION CHANGE OF PAY TERMINATION

NEW EMPLOYEE INFORMATION ONLY

EMPLOYEE NAME _____

DATE _____ EFFECTIVE DATE OF TRANSACTION _____

JOB TITLE _____

RATE OF PAY _____

____ FULL-TIME ____ PART-TIME ____ TEMPORARY/SEASONAL

CHANGE OF POSITION FOR CURRENT EMPLOYEE

PREVIOUS JOB TITLE _____

NEW JOB TITLE _____

DOCUMENTATION REASON FOR CHANGE _____

REASON FOR CHANGE ____ PROMOTION ____ INTERIM

PAY CHANGE FOR CURRENT EMPLOYEE

CURRENT RATE OF PAY \$ _____

NEW RATE OF PAY \$ _____ EFFECTIVE DATE: _____

DOCUMENT REASON FOR CHANGE _____

TERMINATION/END OF EMPLOYMENT

EFFECTIVE DATE OF RESIGNATION: _____

LAST DATE OF EMPLOYMENT: _____

Best Practices Compliance Tip

PAF documents the life cycle/HRIS System

HR Management Strategy: Performance Management

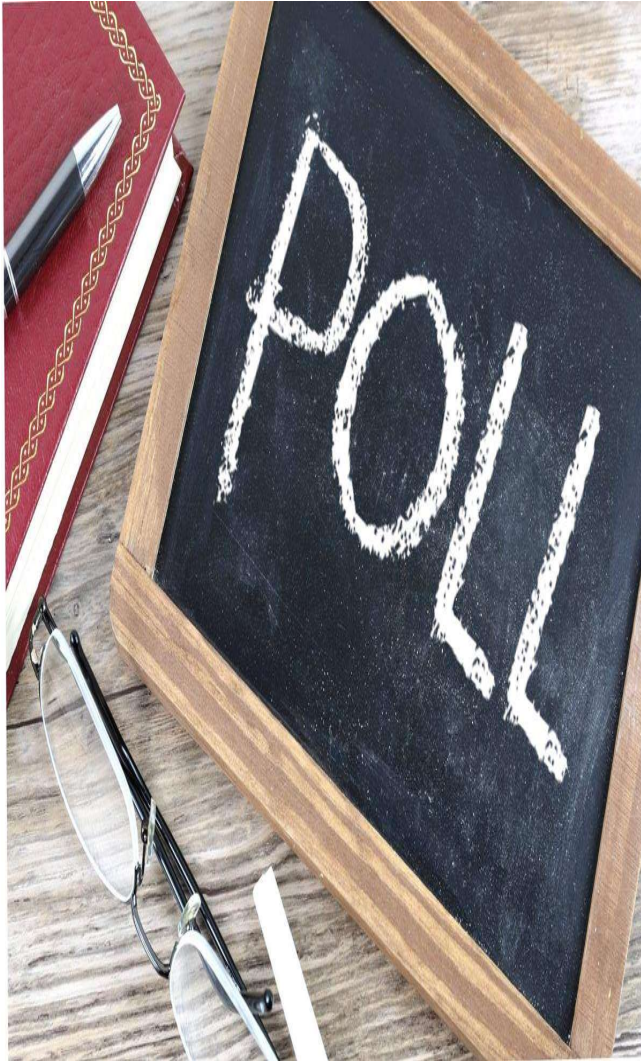
Employee Handbook Compliance



- Straightforward layout easy to reference company policies
- Expectations of the company
- Acceptable/unacceptable behavior and disciplinary measures
- Align with documented approved policies and procedures
- Acknowledgment/Hardcopy/Online Access
- **Revision Updates/Legal Review**

Best Practices Compliance Tip

Statement in HB is not an implied contract/agreement, not a guarantee of employment/ Software available to manage ongoing compliance



Poll Question #3

HR Management Strategy : Compliance Safety Training



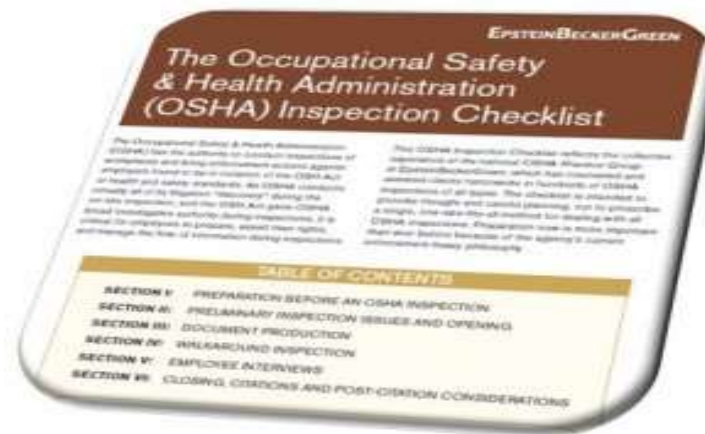
OSHA Training Institute Education Centers are nonprofit organizations that offer training courses on OSHA standards to workers and employers around the country. Find your closest center today: [osha.gov/otiec](https://www.osha.gov/otiec)



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Workplace Safety Guidance

- OSHA and state laws
- Material Safety Data Sheets (MSDS Manual)
- Conduct regular training/safety meetings
- COVID-19 Requirements industry specific
- CDC guidance for workplace/industry



Best Practices Compliance Tip

Resources on DOL sites

HR Management Strategy : End of Employment Compliance



- Voluntary
- Involuntary (Disciplinary Action)
- Lay Off/Restructure
- Termination Checklist
- Exit Interview

Best Practices Compliance Tip

At Will or Not At Will..... Have a reason for involuntary termination

HR Management Strategy : Transition Management Compliance



Termination Decisions

- Review all findings prior to meeting
- Conduct meeting in private consider witness (supervisor/ manager)
- Provide contacts for benefits and final paycheck
- Collect keys and other business related items
- Access to email, internal systems/data
- Never discuss issues with other employees
- Only need to know bases (Managers etc.)

Best Practices Compliance

Leave people with their dignity

***“They may forget what you said — but
they
will never forget how you made
them feel.”
—Carl W. Buehner***

HR Management Strategy: Employee Engagement/Employee Experience



HR Management Strategy : Employee Engagement Survey

Why are Employee Surveys Important? **people matters**

Advantages of Employee Surveys

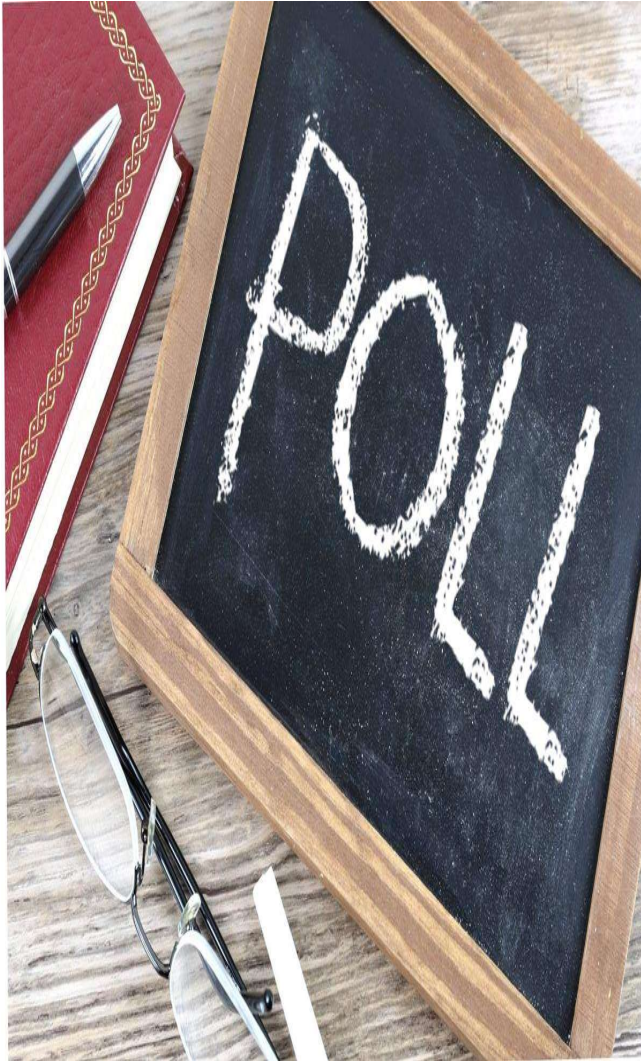
- Human interaction
- Powerful motivator
- Behavior predictor
- Behavior influencer

Keep Learning, Keep Pushing and Keep Dreaming

www.peplematters.in

Why it Matters to DBEs

- Give your employees a voice
- Identify areas of opportunity
- Drive meaningful change
- Build trust with employees
- Shape company culture
- Hold leadership accountable
- Benchmark your data



Poll Question #4

HR Pillars for a Compliant DBE Business Strategy

